LISTING OF ALL CLAIMS WITH STRIKEOUT OR DOUBLE BRACKETS INDICATING DELETED TEXT AND UNDERLINES INDICATING ADDED TEXT:

1.   (Currently Amended) [[A]] An electronic network implemented method for notifying personnel of customer feedback messages, comprising the steps of:

receiving from a customer a customer feedback message in an electronic format;

automatically storing said feedback message from said customer in a database in response to receipt of said customer feedback message in said electronic format;

creating an electronic notification message containing information about said feedback message; and

automatically creating and transmitting said an electronic notification message to [[an]] a first employee of an employer, said electronic notification message providing an indication that a feedback message exists, said automatically creating and transmitting occurring in response to at least one of said receiving and said automatically storing.

2.   (Currently Amended) The method of claim 1 wherein said transmitting comprises transmitting said electronic notification message [[is an]] via e-mail message.

3.   (Currently Amended) The method of claim 1 wherein said step of receiving said feedback message includes receiving a customer satisfaction rating.

4.   (Currently Amended) The method of claim 3 wherein said information in said electronic notification message includes said customer satisfaction rating.

5.   (Currently Amended) The method of claim 3 further comprising the further steps of:

determining whether said customer satisfaction rating is below a threshold value; and

transmitting a second electronic notification message to a second employee of said employer if said customer satisfaction rating is below said threshold value, said second electronic notification message providing an indication that a feedback message exists.

6.   (Currently Amended) The method of claim 3 further comprising the further steps of:

determining whether said customer satisfaction rating is above a threshold value; and

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transmitting a ~~third~~ second electronic notification message to [[said]] a second employee if said customer satisfaction rating is above said threshold value, said second electronic notification message providing an indication that a feedback message exists.

7.   (Currently Amended) The method of claim 1 ~~comprising the further steps of:~~ wherein said customer feedback message in said electronic format comprises an audio file including a spoken message provided by said customer.
~~creating an audio file containing said feedback message; and~~
~~attaching said audio file to said notification message.~~

8.   (Currently Amended) [[A]] An electronic network implemented method for notifying personnel of customer feedback messages, comprising ~~the steps of~~:

receiving a spoken customer feedback message from a customer;

creating an audio file containing a recording of said spoken customer feedback message;

storing said audio file in a database;

generating an electronic notification message, said electronic notification message indicating that a ~~said~~ certain feedback message has been received;

transmitting said electronic notification message to an employee of an employer; and

accessing said database and playing said audio file containing a recording of said spoken feedback message stored in said database to said employee, upon receiving a command from said employee.

9.   (Currently Amended) The method of claim 8 wherein said transmitting comprises transmitting said electronic notification message ~~is an~~ via e-mail ~~message~~.

10.   (Currently Amended) The method of claim 8 further comprising ~~the further step of~~ assigning a response ID to said ~~complaint~~ customer feedback message.

11.   (Currently Amended) The method of claim 10 wherein said command from said employee [[is]] comprises said response ID.

12.   (Currently Amended) The method of claim 8 further comprising ~~the further steps of~~:

receiving a satisfaction rating from said customer;

determining whether said satisfaction rating is below a threshold value; and

transmitting a second electronic notification message to a second employee of said employer if said satisfaction rating is below said threshold value, said electronic notification message indicating that a certain feedback message has been received.

13. (Currently Amended) The method of claim 8 further comprising ~~the further steps of~~:

receiving a satisfaction rating from said customer;

determining whether said satisfaction rating is above a threshold value; and

transmitting a ~~third~~ a second electronic notification message to [[said]] a second employee of said employer if said satisfaction rating is above said threshold value, said electronic notification message indicating that a certain feedback message has been received.

14. (Currently Amended) The method of claim 12 wherein said transmitting comprises transmitting said second electronic notification message via e-mail ~~second electronic notification message is an e-mail message~~.

15. (Currently Amended) [[A]] An electronic network implemented method for notifying personnel of customer messages, comprising ~~the steps of~~:

receiving a satisfaction rating from a customer;

receiving a spoken message from said customer;

creating an audio file containing a recording of said spoken message;

storing said audio file in a database;

generating an electronic notification message. said electronic notification message indicating at least the existence of a satisfaction rating of a customer, said generating occurring automatically at least in part in response the receipt and storage of at least one of said satisfaction rating and said spoken message;

attaching said audio file to said notification message;

automatically transmitting said electronic notification message to an employee of an employer, said automatically transmitting occurring at least in part in response to said generating;

determining whether said satisfaction rating is below a threshold value; and

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transmitting a second electronic notification message to a second employee <u>of said employer</u> if said satisfaction rating is below said threshold value<u>, said second electronic notification message indicating at least the existence of a satisfaction rating of a customer</u>.

16.   (Currently Amended) The method of claim 15 wherein said <u>automatically transmitting comprises transmitting via email</u> ~~second electronic notification message is an e-mail message~~.

17.   (Currently Amended) A customer feedback notification <u>electronic</u> system, comprising:

a database for storing a customer feedback message <u>of a customer</u>;

an electronic notification message, said <u>electronic</u> notification message indicating that ~~said~~ <u>a customer</u> feedback message has been received; and[[,]]

a computer server for <u>promptly</u> transmitting said <u>electronic</u> notification message to an employee <u>of an employer</u> <u>upon receipt of said customer feedback message</u>.

18.   (Currently Amended) The system of claim 17 <u>further comprising an email server for transmitting</u> ~~wherein~~ said electronic notification message [[is an]] <u>via</u> e-mail ~~message~~.

19.   (Currently Amended) The system of claim 17 further comprising:

a voice server ~~that receives a spoken message from a customer~~ <u>for receiving spoken messages from customers and converting said spoken messages to audio files</u>; <u>and</u>

<u>programmed instructions for attaching</u>

~~an audio file containing said spoken message, said audio file being generated by said voice server;~~

~~wherein~~ said audio file ~~is attached~~ to said notification message before ~~being transmitted~~ <u>transmitting said notification message</u> to said employee.

20.   (Currently Amended) A customer feedback notification <u>electronic</u> system, comprising:

a voice server for receiving a spoken customer feedback message;

a database for storing said feedback message in an audio file;

an electronic notification message indicating that said feedback message has been received<u>, said electronic notification message including</u> ~~and including~~ said audio file ~~as an attachment~~; and

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a computer server for <u>promptly</u> transmitting said notification message to an employee <u>in response to receipt of said customer feedback message</u>.

21.   (Currently Amended) The system of claim 20 wherein said ~~electronic notification message is an e-mail message~~ <u>computer server transmits said notification message via email</u>.

22.   (Currently Amended) [[A]] <u>An electronic network implemented</u> method for receiving and tracking customer feedback messages, comprising ~~the steps of~~:

receiving a customer feedback message <u>of a customer</u>;

storing said <u>customer</u> feedback message in a database;

creating an electronic notification message indicating that [[said]] <u>a customer</u> feedback message has been received <u>from an individual customer</u>;

<u>promptly</u> transmitting said notification message to an employee <u>of an employer upon receipt of said customer feedback message</u>;

accessing said database using a web server to retrieve said <u>customer</u> feedback message <u>to a web browser</u>; and

displaying <u>to said employee</u> said <u>customer</u> feedback message within a web page <u>displayed by said web browser</u> ~~to said employee~~.

23.   (Currently Amended) The method of claim 22 wherein said <u>transmitting said notification message comprises transmitting an email</u> ~~notification message is an e-mail message~~.

24.   (Currently Amended) The method of claim 22 wherein said step of receiving said feedback message includes receiving a customer satisfaction rating <u>from said customer</u>.

25.   (Currently Amended) The method of claim 24 wherein ~~said~~ information in said notification message includes said customer satisfaction rating.

26.   The method of claim 24 comprising the further steps of:

determining whether said customer satisfaction rating is below a threshold value; and

transmitting a second electronic notification message to a second employee if said customer satisfaction rating is below said threshold value.

27.   The method of claim 22 comprising the further steps of:

creating an audio file containing said customer feedback message;

storing said audio file in said database; and

providing a link on said web page enabling said employee to playback said audio file.

28.   (Currently Amended) A system for receiving and tracking customer complaints, comprising:

a voice server for receiving a customer complaint;

a database for storing said complaint in a complaint record;

a message server for serving an electronic notification message indicating that [[said]] a complaint has been received, said message server configured to automatically serve said electronic notification message to an employee of an employer promptly upon receipt of said customer complaint;

a computer server for transmitting said notification message to an employee;

a web server connected with said database, said web server configured to enable said employee to access said database to retrieve said complaint record; and

a web page defined to display said complaint record retrieved by said employee.

29.   (Currently Amended) The system of claim 28 wherein said message server is configured to transmit electronic notification messages via email notification message is an e-mail message.

30.   (Currently Amended) The system of claim 28 further comprising:

an audio file containing a recording of a spoken customer complaint;

wherein said complaint record includes said audio file.

31.   (Currently Amended) The system of claim 30 further comprising a mechanism to attach wherein said audio file is attached to said electronic notification message.

32.   (New) The method of claim 7 wherein said electronic notification message includes said audio file.

33. ' (New) A computer program product comprising a computer readable media storing code for enabling an electronic network to implement a method for notifying personnel of customer feedback messages, said method comprising:

receiving from a customer a customer feedback message in an electronic format;

automatically storing said feedback message from said customer in a database in response to receipt of said customer feedback message in said electronic format; and

automatically creating and transmitting an electronic notification message to a first employee of an employer, said electronic notification message providing an indication that a

feedback message exists, said automatically creating and transmitting occurring in response to at least one of said receiving and said automatically storing.